

*PagePro® 1200 Series
Correspondence Course*

CERTIFICATION EXAM

Student Name _____
Address _____
E-mail _____
Phone _____
Company Name _____
Date _____

Training use only

Graded by _____ Date _____

Score: _____ correct out of 33 = _____ %



INSTRUCTIONS

Before beginning, make sure you've completed the administrative information on the exam cover sheet.

This exam consists of 33 test items worth 3.3 points each. A score of 80% (25 out of 33) is required to pass. You may use the PagePro 1200 Service CD-ROM for reference during the exam. The exam is an Office 97 file and should be printed to a color printer or viewed on a color monitor for best results. For the true/false and multiple-choice items, circle or highlight the correct response. For the other items, simply write or type your response in the space provided.

The exam is password protected. To take the exam electronically, open the file as Read Only, provide the appropriate answers, and then save the file to your hard disk with a different name.

When completed, mail, fax or email your completed exam to:

MINOLTA-QMS Training
One Magnum Pass
Mobile, AL 36618
FAX 251/639-3310
training@minolta-qms.com

We will grade the exam and, if a score of 80% is achieved, email a certificate of completion to the address on the test cover sheet. You will be notified if a score of less than 80% is achieved.

Please address any questions to MINOLTA-QMS Training at the above address or call (251) 633-4300.

1. Print speed for the PagePro 1200W is _____.
 - A. 10 ppm
 - B. 12 ppm
 - C. 14 ppm
 - D. 16 ppm
2. Print speed for the PagePro 1250E is _____.
 - A. 10 ppm
 - B. 12 ppm
 - C. 14 ppm
 - D. 16 ppm
3. Both the PagePro 1200W and PagePro 1250E support Postscript and PCL. (True/False)
 - A. True
 - B. False
4. What is the average life of the starter toner cartridge, assuming 5% coverage?
 - A. 1500 prints
 - B. 3000 prints
 - C. 4500 prints
 - D. 6000 prints
5. What is the multipurpose tray capacity for the PagePro 1200W?
 - A. 1 sheet
 - B. 150 sheets
 - C. 250 sheets
 - D. 500 sheets
6. What is the capacity of the optional 2nd paper cassette unit for the PagePro 1200W?
 - A. 1 sheet
 - B. 150 sheets
 - C. 250 sheets
 - D. 500 sheets
7. The PagePro 1200 series has a slightly slower first print time due to an increase in resolution. (True/False)
 - A. True
 - B. False
8. What is the function of the image transfer roller?
 - A. Transfers a toner image onto the paper from the drum.
 - B. Transfers a toner image onto the paper from the toner cartridge.
 - C. Transfers a toner image onto the paper from the developer cartridge.
 - D. Both A and C are correct.
9. What happens electrically during the print process (in the printer) when the user changes the image density setting in the driver (on the computer)?
 - A. Nothing is different within the printer, all density changes occur on the computer.
 - B. The developing bias is varied.
 - C. The transfer bias is varied.
 - D. Both B and C are correct.



10. A variable speed drive motor provides the energy to turn the paper take up and transport rollers within the optional 2nd Paper Cassette Unit. (True/False)

A. True

B. False
11. What electrical component detects the size of the paper in the optional 2nd Paper Cassette Unit?

A. PE1

B. PS1

C. PS3

D. SW21
12. The surface of the PC drum is first charged by the rotating charge brush and precharge film to ensure that a uniform potential of approximately _____ develops on the entire surface of the PC drum before laser exposure.

A. 800V

B. 600V

C. -800V

D. -600V
13. A toner image is created when the developing unit supplies toner to the electrostatic latent image formed on the surface of the PC drum by laser exposure. (True/False)

A. True

B. False
14. What happens electrically during the print process (in the printer) when the user changes the image density setting in the driver (on the computer)?

A. Nothing is different within the printer, all density changes occur on the computer.

B. The developing bias is varied.

C. The transfer bias is varied.

D. Both B and C are correct.
15. There is no waste toner collecting mechanism on the PagePro 1200 series. Toner that is not transferred to the paper is returned to the toner cartridge for recycling. (True/False)

A. True

B. False
16. The face-down output tray holds how many sheets of paper?

A. 20

B. 100

C. 250

D. 500
17. The drum cartridge should be replaced every _____ prints.

A. 20,000

B. 16,000

C. 25,000

D. 8,000
18. The image transfer roller should be replaced every _____ prints.

A. 20,000

B. 30,000

C. 40,000

D. 50,000

19. When should take-up rollers be replaced or cleaned?
- A. < 50,000 prints
 - B. < 75,000 prints
 - C. < 100,000 prints
 - D. When a paper take-up failure occurs
20. You are asked to repair a PagePro 1250E that has a fatal error - Laser Malfunction (Laser Emission Power Failure). What is the first component you should replace?
- A. Power Supply
 - B. Print Head
 - C. Controller Board
 - D. SOS Sensor
21. You are asked to repair a PagePro 1200W that has a fatal error - Fan Motor Malfunction (Failure to Turn). What is the first component you should replace?
- A. Power Supply
 - B. Print Head
 - C. Controller Board
 - D. Cooling Fan Motor
22. A customer informs you that her printer has been printing weird dots on the page. She says they always print straight down on the page. What is your first step in troubleshooting the problem?
- A. Replace the toner cartridge.
 - B. Delete and reinstall a new driver.
 - C. Measure the distance between the dots to verify they are cyclical.
 - D. Replace the drum cartridge.
23. After measuring the distance between the dots on your customer's printout (from the previous question), you determine that they are printed in a cyclical fashion. You find that the dots occur every 50mm. What component you should replace?
- A. Toner Cartridge
 - B. Drum Cartridge
 - C. Image Transfer Roller
 - D. Fusing Unit
24. If the interior of a customers PagePro 1250E is dirty with toner and toner particles, what might you suspect would be the problem?
- A. Toner Cartridge Empty
 - B. Ground Contact Failure
 - C. Lower Seal Contact Failure
 - D. Damp Paper
25. The PagePro 1250E comes standard with how much memory?
- A. 4MB
 - B. 8MB
 - C. 16MB
 - D. 32MB
26. The PagePro 1250E supports which operating systems?
- A. 95/98/Me
 - B. Macintosh OS 9 and 10
 - C. NT 4.0
 - D. All of the above



- B. False